



Hewlett Packard Enterprise

December 1, 2015

Addressee's Name
Addressee's Title
Company Name
Mailing Address
City, State ZIP

Dear Customer,

Hewlett Packard Enterprise (HPE) is announcing End of Sale of the following products effective as of the date set forth below:

- HP Cloud and Automation Suite Express Edition 2014.07 & 2014.12
- HP Cloud and Automation Suite Premium Edition 2013.09, 2014.01, 2014.07 & 2014.12
- HP Cloud and Automation Suite Ultimate Edition 2013.12, 2014.01, 2014.07 & 2014.12
- HP Cloud Service Automation Enterprise Suite 2013.06 & 2013.09

This letter is for support customers for these products worldwide, to inform you of our end of sale plans.

End of Sale & End of Support

HPE is committed to providing the highest level of customer care to you while you determine your future strategy for these products.

These product versions include a version of Business Objects from SAP. HPE's agreement with SAP to distribute this version of Business Objects has been terminated and so, we can no longer distribute the product media that contains this version of Business Objects beyond December 20, 2015. As of December 20, 2015, HPE will remove the media for these versions and any prior versions affected by this, from our download portals. If you need a copy of these versions' or prior versions' media, please ensure that you download that prior to December 20, 2015.

The support timeline for these products will not change and will continue as listed below. You can also continue to purchase additional licenses for these products until further notice.

Please read below for key timelines and support options that are now available to you:

| DATE | PROGRAM ACTIVITY |
|--------------|---|
| Dec 1, 2015 | End of Sale internal announcement |
| Dec 1, 2015 | End of Sale customer announcement |
| Dec 19, 2015 | Last day for downloading the media for older versions |
| Dec 20, 2015 | End of Sale (no longer orderable or available for purchase) |

Previously announced support timeline

| PRODUCT | VERSION | END OF COMMITTED SUPPORT | END OF EXTENDED SUPPORT | END OF SELF-HELP SUPPORT WITH RTNV |
|--|---------|--------------------------|-------------------------|------------------------------------|
| HP Cloud Service | 2013.06 | Jun 30, 2016 | Jun 30, 2018 | Jun 30, 2022 |
| Automation Enterprise Suite | 2013.09 | Sep 30, 2016 | Sep 30, 2018 | Sep 30, 2022 |
| HP Cloud and Automation Suite Express Edition | 2014.07 | Jul 31, 2017 | Jul 31, 2019 | Jul 31, 2023 |
| | 2014.12 | Dec 31, 2017 | Dec 31, 2019 | Dec 31, 2023 |
| HP Cloud and Automation Suite Premium Edition | 2013.09 | Sep 30, 2016 | Sep 30, 2018 | Sep 30, 2022 |
| | 2014.01 | Jan 31, 2017 | Jan 31, 2019 | Jan 31, 2023 |
| | 2014.07 | Jul 31, 2017 | Jul 31, 2019 | Jul 31, 2023 |
| | 2014.12 | Dec 31, 2017 | Dec 31, 2019 | Dec 31, 2023 |
| HP Cloud and Automation Suite Ultimate Edition | 2013.12 | Dec 31, 2016 | Dec 31, 2018 | Dec 31, 2022 |
| | 2014.01 | May 31, 2017 | May 31, 2019 | May 31, 2023 |
| | 2014.07 | Jul 31, 2017 | Jul 31, 2019 | Jul 31, 2023 |
| | 2014.12 | Dec 31, 2017 | Dec 31, 2019 | Dec 31, 2023 |

Please note that all customers with active support contracts for these products are eligible to update to HP Cloud and Automation Suite 2015.06.



While these older versions may continue to meet your immediate needs, HPE recommends that all customers update to HP Cloud and Automation Suite 2015.06. This new version provides the following new capabilities:

- Cloud Service Automation improved service design and user experience, performance, and scalability.
- Cloud Service Automation, Operations Orchestration and Server Automation expanded support for open source technologies including OpenStack and Chef.
- New HP IT Business Analytics for Cloud Analytics included for cloud services showback reporting, resource analytics, and KPI dashboards.

Please refer to Appendix A for definition of terms for product obsolescence and Appendix B for the list of affected product numbers.

More information

Should you have any questions about this end of availability communication, or for assistance in understanding the options available to you, please contact your local HPE sales representative or HPE business partner. When providing information, please include your name, country, phone number, company name, product number and your HPE service agreement identifier or HPE system handle.

In addition, for technical assistance and information, please visit Software Support Online: hpe.com/software/support

HPE once again wishes to thank you for choosing HP Cloud and Automation Suite. We appreciate your business and look forward to continuing to serve your business needs in the future.

Sincerely,
Hewlett Packard Enterprise



Appendix A: Definitions

This product version obsolescence is covered by version 5 of our Release & Support policy. Definitions of terms are provided by the product version obsolescence guidelines documented at hpe.com/software/support-lifecycle

Product Support

Product Support is the reactive engagement of regional support resources (Support Center) and division support resources (Lab), in accordance with your purchased support plan, for the resolution of product defects, plus product enhancements for a specific product version. This includes investigation of newly reported defects and if appropriate, development of defect fixes and making these available for customers via patches. The HPE product teams (Lab) will review and either approve or deny requests for defect fixes and enhancements (including additional support for newly-released operating system versions).

While HPE investigates all problems and issues raised for products covered under Product Support, customers may be required to install the most current version or patches as part of the troubleshooting process.

Version Maturity may apply to specific versions of HPE products. Version Maturity means that, for a specific product version, no further enhancements or changes to functionality is planned, nor are any further platform refreshes planned in order to update that product version to support current or future operating systems, operating system versions or hardware platforms.

End of Committed Support Date

End of Committed Support (EOCS) Date is the last date software maintenance, installation and configuration assistance, and other standard support services will be accepted for the specified product release (as specified by the version numbering). EOCS also means the last date Software Change Requests (SCRs) will be accepted for a specified Version of a Product. After the EOCS date, all SCRs will be planned for future versions, as applicable. Current patches for the version of the product reaching EOCS will remain available for electronic download for a reasonable period of time.

End of Extended Support Date

Extended Support is provided for an additional 2 years after EOCS Date. Extended Support consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products



including white papers, existing patches and known problems for a specific product version.

Extended Support is limited to:

- Around the clock self-solve support
- Access to technical support engineers

Access to existing patches and hot-fixes created while the product version was in Committed Support. No new enhancement requests, patches, fixes, document changes or platform certifications will be made for product versions in Extended Support.

Self-Help Support with Rights to New Versions

Self-Help Support with Rights to New Version is an integral component of all software support contracts. Self-Help Support with Rights to New Versions consists of web-based access to the online support Knowledge Base, which contains technical information for HPE products including white papers, existing patches and known problems for a specific product version. Upon the expiration of Extended Support for a product or product version, and for which a successor product or product version is commercially available, HPE offers a minimum of four (4) years of Self-Help Support with Rights to New Versions.

Dependent Components and Third-Party Products

In some instances support for specific HPE product(s) and/or version(s) may run longer than the support for underlying operating system(s), adjacent/integrated application(s) or version(s). In this event, it is HPE's intent to communicate with affected HPE product/product version customers in a timely manner. However, there are cases where HPE does not receive notification of the End-of-Support for these products (operating system(s) or adjacent/integrated application(s), or version(s)) in advance of the general public. In any case, should the underlying operating system(s), adjacent/integrated application(s) or version(s) become unsupported by its developer, support for the affected HPE product/product versions will immediately be limited to self-solve support available through Software Support Online, and Telephone Support associated with questions concerning a product's/product version's functionality and/or interoperability in line with the said product's/product version's original parameters/requirements at the time of release. Any product updates and/or fixes will be limited to those already available. No additional updates, patches or fixes will be engineered. Should said product/product version operate or integrate with other still supported, underlying operating system(s), adjacent/integrated application(s) or version(s), support for said product/product version on any remaining supported platform(s), supported adjacent/integrated application(s), or supported version(s) will



continue unaffected, or through the planned End-of-Support date, if one has been announced.

Appendix B: Affected Product SKUs

| SKU | PRODUCT DESCRIPTION |
|------------|---|
| A8B27AAE | HP CandA SteUlt Ed 2013.12 Eng SW E-Media |
| A8B27BAE | HP CandA SteUltEd 2014.01 Eng SW E-Media |
| A8B27CAE | HP CandA SteUltEd 2014.07 Eng SW E-Media |
| A8B27DAE | HP CandA SteUltEd 2014.12 Eng SW E-Media |
| TD985CAE | HP CandAStePremEd 2013.09 Eng SW E-Media |
| TD985EAE | HP CandAStePremEd 2014.01 Eng SW E-Media |
| TD985FAE | HP CandAStePremEd 2014.07 Eng SW E-Media |
| TD985GAE | HP CandAStePremEd 2014.12 Eng SW E-Media |
| A8B31AAE | HP CandASte ExpEd 2014.07 Eng SW E-Media |
| A8B31BAE | HP CandASte ExpEd 2014.12 Eng SW E-Media |
| TD985DAE | HP CSA Ent Suite 2013.09 Eng SW E-Media |